

# Penalty Fares information



This leaflet gives you advice about how and where to buy your ticket and contains a map showing the Penalty Fare areas for the following train operating company

**greateranglia**

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**National Rail**  
Britain's train companies working together

*Department for*  
**Transport**

Where the facility to do so has been provided, **you must purchase a ticket before you travel.**

If you cannot produce a valid ticket for inspection when required, you may have to pay a Penalty Fare (minimum £20).

# **An explanation of Penalty Fares**

## **The need to protect revenue**

Each year the UK rail network carries over one billion passengers and earns over £5 billion from the sale of tickets. Even if only a small percentage of these passengers travel without paying, the rail network will lose a considerable amount of money. Reducing the number of people who travel without a ticket is not only in the interests of us, the operator, but also in the interest of our fare-paying passengers.

Few of us want to pay more for our tickets because some people avoid paying, and the loss of income due to people travelling without tickets reduces the money available to invest in a better rail service.

## **What are Penalty Fares?**

A Penalty Fare scheme works on the same principle as a 'pay and display' car park, where motorists may have to pay a penalty if they do not buy a ticket when they park. Where Penalty Fares apply, a passenger must buy a ticket before starting their journey.

If a passenger gets on a train without a ticket at a station where ticket facilities are available, they may be liable to pay a Penalty Fare. The penalty is the greater of £20 or twice the full single fare (relevant to the person travelling) from the station where the passenger got on the train to the next station at which the train stops. If the passenger wants to travel beyond the next station they must also pay the relevant fare from that station to their final destination.

# **Buying your ticket**

## **On the internet**

You can buy a wide range of tickets, from our website [greateranglia.co.uk](http://greateranglia.co.uk). Tickets can be sent by first class post or special delivery or you can collect them from selected self service ticket machines at our stations. There may be a postal charge.

## **On the Greater Anglia App**

Buy tickets, avoid queues, get live train times and best fares with the GA app – simply search Greater Anglia on the Google Play or iTunes store and download now.

## **Self-service ticket machines**

Self-service ticket machines are available at many of our stations. These offer a quick and easy way of buying or collecting a wide range of tickets. Tickets can be purchased with a credit card, debit card or cash without having to visit the ticket office.

## **At the station**

Each staffed station displays a poster showing the opening hours of the ticket office and other useful information. All Greater Anglia ticket offices offer a wide range of National Rail tickets. We will always sell you the ticket that most suits your needs, regardless of whether or not you are travelling on our trains.

## **Reservations**

You don't need a reservation to travel on our trains. However, if you are planning to travel on the services of another train operator who offers seat reservations, we can arrange these for you when you buy your ticket.



## **Queuing**

Please allow sufficient time to buy your ticket, particularly if your requirements are complicated. If you wish to renew a Season Ticket or make a reservation on another train operator's services it may be better to avoid the busy morning and evening rush hours. This will help our staff to give you the best possible service.

## **Smart Card Season Tickets**

Using a Smart Card season ticket is much quicker. If you travel through a station with ticket gates, you'll no longer need to feed your ticket through the automatic ticket gate. Simply touch your Smart Card on the yellow reader.

Smart Cards are plastic and are much tougher than paper tickets. This means they're more durable so you're less likely to need a replacement.

You can also include a London Travelcard on your Smart Card season ticket. Visit [greateranglia.co.uk/smart](http://greateranglia.co.uk/smart) for more information.

# **Your ticket**

## **Railcards and discounted tickets**

Remember to keep your Railcard or other discount card with you at all times. Discounts are only available if the discount card can be produced when purchasing tickets. Discounted tickets are only valid when presented with a valid discount card. If you cannot produce your discount card and any relevant photocard for inspection at the time of travel, you may have to pay a Penalty Fare.

## **Season ticket holders**

If you have forgotten your season ticket and you notice before travelling, you should purchase another ticket before starting your journey. You can usually claim a full refund. Please note, however, only two such refunds are allowed in any 12 month period. You can get a claim form from ticket offices. However an administration fee may be charged.

If you discover that you have forgotten your Season Ticket or photocard after you have started your journey you may be issued with a Penalty Fare which you may appeal. You will need to provide a good quality photocopy of both your Season Ticket and photocard to the address shown on the Penalty Fare notice. Please note, you are only allowed two such appeals in any 12 month period on these grounds.

## **Ticket extensions**

If you wish to travel to a station beyond the validity of your ticket, you should buy an extra ticket before starting your journey.

Please note that Pay As You Go cannot be used to pay for a journey extension on National Rail services and a separate ticket is required if you wish to travel beyond the validity shown on your ticket. London Underground can usually only issue ticket extensions for National Rail operators' services within the Travelcard area, so if you are planning to travel outside of zones 1-6 on a Greater Anglia service you are advised to buy a ticket from a National Rail retail outlet.

## **Upgrading your ticket**

If you wish to upgrade a Standard Class ticket to First Class, you should pay the additional fare before travelling. This also applies to Season Ticket holders who wish to upgrade. If you fail to do so, you may have to pay a Penalty Fare.

## **Oyster Pay as You Go**

Where Pay as You Go is valid on Greater Anglia services you must touch in and touch out to ensure you are charged the correct fare for your journey. If you fail to touch in then your Pay as You Go is not valid and you may be liable to pay a Penalty Fare.

# Frequently asked questions

## **If I do not buy a ticket before travelling, is it an automatic Penalty Fare?**

You are responsible for ensuring that you purchase before travelling, a ticket that is valid for your entire journey, otherwise you may have to pay a Penalty Fare. Greater Anglia is responsible for ensuring that the facility to purchase a ticket is available.

## **Can I pay at my destination if I am in a rush?**

If you board a train without a valid ticket, then you may have to pay a Penalty Fare. If it is shown that your intention was to avoid your fare, then you are breaking the criminal law and you may be liable to prosecution.

## **What methods of payment can I use to pay a Penalty Fare?**

You can use cash, Visa, MasterCard or America Express.

## **What if I am unable to pay the full amount of the Penalty Fare on the spot?**

If you do not have the full amount, then you will be allowed to make a part payment of at least the full Single fare; you then have 21 days, from the day after, to pay the remaining amount of the Penalty Fare. This can be done using the online facility on the Independent Revenue Collection and Support (IRCAS) website or telephone payments centre. Details of how to do this are on the Penalty Fare notice.



## **Is there a right of appeal against a Penalty Fare?**

If you wish to appeal against a Penalty Fare you must do this in writing or online, within 21 days from the day after and send it to the appeals address on the Penalty Fare notice. The appeals body adheres to an agreed Code of Practice (approved by the Department for Transport) in the assessment of all appeals. The Independent Appeals Service will consider all the facts presented to them on appeal and notify the appellant of the outcome.

## **What if I want to buy a Season Ticket and the ticket office is closed, or the machine doesn't sell the ticket I want?**

Buying online is quick and easy, also self-service ticket machines sell most Weekly Season and Travelcard Season Tickets for journeys on Greater Anglia services. Monthly Season Ticket holders can renew their ticket provided their details are recorded in our database. If the required destination station is not listed on the ticket machine, then please purchase a Single ticket to your interchange station. The cost of this ticket will be deducted from the cost of the ticket you require.

## **What happens if I refuse to pay the Penalty Fare?**

You will receive a reminder letter advising you of the outstanding sums owed to us. If you travel on the railway with intent to avoid payment of the fare then you may be prosecuted under criminal law. The current maximum penalty upon conviction is £1000 fine and/or three months imprisonment.

## **Why are my name and address details required if I am paying in full?**

You are required by law to provide your full name and address, even if you pay the Penalty Fare in full at the time of issue.

# Penalty Fares stations



- Penalty Fares station
  - Non-Penalty Fares station
  - Pay train station
- 
- Greater Anglia route
  - = Greater Anglia limited route
  - Greater Anglia Sunday service only
  - ◆ Greater Anglia limited service
  - Stansted Express route
  - Other operators route
  - - - East Coast route
  - ⊕ London Underground interchange
  - ⊕ Docklands Light Railway interchange
  - ↗ Airport interchange
  - ⚓ Ferry service interchange

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**Remember:**

**Buy a ticket before you  
travel otherwise you may  
have to pay a Penalty Fare  
(minimum £20)**





## Do you have any questions?

For further information about Penalty Fares  
on Greater Anglia services please  
contact our Customer Service team:

**greateranglia**

Telephone: **0345 600 7245\***

Email: **contactcentre@greateranglia.co.uk**

\*All calls will be charged at the basic telephone rate, calls may be recorded

This leaflet is intended as a guide and should not be regarded as  
a complete or authoritative statement of the law or regulations.

Other train operators may have their own Penalty Fares scheme,  
this leaflet only covers the stations served by Greater Anglia.